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June 21, 2012

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, Southwest
Room TW-B204
Washington, DC 20554

Re: CG Docket 03-123: Annual Summary of Consumer Complaints Concerning TRS for the State of South Carolina

Dear Ms. Dortch:

The Office of Regulatory Staff, TRS Administrator for South Carolina, and Sprint, TRS provider for South Carolina, have compiled the consumer complaint information requested under CG Docket No. 03-123 for the 12 months ending May 31, 2012. As required, this filing includes one original copy of the required complaint log and is filed in accordance with the FCC ECFS guidelines.

In addition, Sprint will provide the FCC call volume information under seal as stated in the attached June 19, 2012 letter.

Should you have any questions regarding this filing, please contact me at 803/737-0814.

Sincerely,

Dawn Hippie
Director
Telecommunications, Water/Wastewater and Transportation

Enclosures



June 19, 2012

Dawn Hipp
South Carolina Office of Regulatory Staff
1401 Main St. Ste. 900
Columbia, SC 29201

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Hipp,

Sprint has provided you the following information to support your filing with the FCC for the State of South Carolina:

- An annual Complaint Log which includes complaints received between June 1, 2011 and May 31, 2012 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

State Complaint Log Summary filings must reference CG Docket No. 03-123. Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- Electronic Filers: Submissions may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.



- Paper Filers: Parties who choose to file by paper must file an original and four copies of each filing.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th St., SW, Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street, SW, Washington DC 20554.

This is due to the FCC on or before Monday, July 2, 2012.

Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

The FCC reminds the certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that, pursuant to 47 C.F.R. § 64.604(c)(2), they must submit to the Commission the name of a contact person and/or office for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, and fax numbers for that office; the email address; and the physical address to which correspondence should be sent.

Should you have any questions concerning this report, please contact me.

Sincerely,

A handwritten signature in cursive script, appearing to read "Melissa McManus".

Melissa McManus
Program Manager

Attachments:

1) Log Sheets



**South Carolina FCC
2011 - 2012
Complaint Log**

Complaint Tracking for SC (06/01/2011-05/31/2012). Total Customer Contacts: 17

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/10/11	A caller stated that he was waiting over three minutes for Relay Operator to respond to him after he typed GA.	08/10/11	A Supervisor observed the call and saw that the Relay Operator was typing right away after the caller typed GA. The Supervisor informed the caller of this information. No follow up requested.
2	08/11/11	A SC TTY customer says when she dialed 711 tonight, she got Sprint IP relay instead of Relay South Carolina. The Customer Service Representative apologized for the inconvenience. A trouble ticket was opened and follow-up was requested by the customer.	08/11/11	The customer should contact her local exchange carrier since they handle translations of 711 to the 800 number. Her local exchange carrier has apparently misrouted 711 calls to Sprint IP Relay instead of SC Relay. The fact that she has a VOIP phone (because 803-xxx-xxxx is not an IP address--IP addresses follow the format nnn.nnn.nnn.nnn--is irrelevant.) The Customer Service Representative mailed the customer and explained to contact her local exchange carrier to avoid future misroutings.
3	08/24/11	A customer stated that on their call the following issues occurred: there was a long pause (5 minutes), The Relay Operator used a lot of unnecessary macros, and the Relay Operator did not wait for instructions. The Customer Service Representative explained that there was long pauses due to the answering machine with a lengthy pause time. The Customer Service Representative apologized for the inconvenience it has caused. No follow up was needed.	08/24/11	A Supervisor coached the Relay Operator on the importance of typing the entire answering machine message and also coached the Relay Operator on the importance of keeping the customer informed when encountering a problem.
4	09/27/11	Technical - General	10/06/11	A customer's granddaughter reported the customer is unable to make captioned calls to a specific cell phone number but can call all other numbers. The Customer Service Representative referred the case details to technical support for further assistance. A trouble ticket was opened with the carrier and was resolved. The Customer Service Representative confirmed this resolved the customer's experience.
5	10/07/11	A caller complained that she had to instruct the Relay Operator on how to pay attention to her notes. The caller had to hang up and typed, bye, SKSK but the Relay Operator processed the call anyway. When the caller hung up and redialed 711 they got the same Relay Operator again. The Customer Service Representative apologized for the problem, and explained that they will be sure to inform the Relay Operator's supervisor regarding this issue. The customer does not want contact.	10/11/11	The Relay Operator received and understood the customer's instructions. Before typing go ahead the customer made a comment regarding her health and then typed GA. The Relay Operator understood the "GA" to mean that she should go ahead and the Relay Operator dialed the call. The customer typed "no no no," the Relay Operator then released the outbound line before it was answered and the inbound customer disconnected. The Relay Operator did not see the bye or sksk typed by the customer. It may be that the customer was typing as the dialing and ring macros transmitted. The Relay Operator did not understand the health related comment as a indication that the customer did not want to proceed with the call, this appears to be a misunderstanding.
6	11/09/11	A TTY user complained that the Relay Operator did not keep them informed. The caller was uninformed as to how long they would be on hold and then the Relay Operator did not respond when they said Hello three times in a row. The Customer Service Representative apologized for the problem and explained to the caller that they will let the supervisor know ask them to email the customer. The customer wants email contact regarding what happened.	11/09/11	The Customer Service Representative was unable to conduct a follow up meeting with the Relay Operator due to the fact that the Relay Operator was not scheduled during the time of the alleged incident indicated below. A follow up email was sent at 7:47 am, November 11th.
7	11/29/11	Technical - General	11/29/11	A customer reported that whenever she tried to dial out she received a busy signal. Technical support provided the customer with a remedy to re-route calls through a different carrier. A Customer Service Representative confirmed this adjustment resolved the customer's experience.
8	11/30/11	Technical - General	12/06/11	Customer's wife reported that whenever her husband tried to dial out he received a busy signal. Technical support provided the customer with a remedy by re-routing calls through a different carrier. The Customer Service Representative confirmed this adjustment resolved the customer's experience.

9	12/01/11	A SC TTY user complained that the Relay Operator did not type the tone of voice to let her know how the caller sounded during a negative conversation. The Customer Service Representative apologized for the problem and explained that they will be sure to inform the Relay Operator's supervisor for coaching. The Customer Service Representative thanked the caller for letting us know and the customer does not want follow-up.	12/07/11	A Supervisor confirmed that the Relay Operator is aware of voice tone descriptions and that the Relay Operator does incorporate approved descriptions and inform the TTY user. The Relay Operator does not recall the spirit of conversation described by the customer.
10	12/07/11	Technical - General	12/21/11	Customer indicated that every number she tries to call on the CapTel 800 reaches a busy signal. One of the Telecommunications Relay Service network carriers identified a configuration issue and re-routed calls temporarily through a different carrier until the original carrier was able to permanently resolve the issue. The Customer Service Representative confirmed the issue has been permanently resolved by the original carrier and the customer is able to reach this number successfully.
11	12/12/11	Technical - General	12/16/11	A customer's helper noted that the CapTel phone was not able to connect with captions on outgoing calls. Telecommunications Relay Service network carriers identified a configuration issue and re-routed calls temporarily through a different carrier until the original carrier was able to permanently resolve the issue. The Customer Service Representative confirmed the issue has been permanently resolved by the original carrier and customer is able to reach this number successfully.
12	12/15/11	Technical - General	12/15/11	A customer reported being unable to place outgoing calls. One of the Telecommunication Relay Service network carriers identified a configuration issue and re-routed calls temporarily through a different carrier until the original carrier was able to permanently resolve the issue. The Customer Service Representative confirmed the issue has been permanently resolved by the original carrier and customer is able to now place successful outbound captioned calls successfully.
13	01/11/12	A Relay Operator misspoke when relaying the TTY typed message.	01/11/12	A Supervisor met with Relay Operator and the Relay Operator admitted mistakenly reading the wrong word. The Relay Operator was coached on the importance of reading the TTY message verbatim.
14	01/13/12	A caller reported that during a call to Direct TV the Relay Operator typed "tell her". The caller asked if they were talking to me or my mother while using the macro to the Relay Operator. The Relay Operator did not keep the caller informed. After the "GA" the caller saw the light blinking on their TTY with no further typing from the Relay Operator. The caller kept asking if somebody was there "GA", but never got a response, then the line disconnected. The Customer Service Response thanked the caller for letting us know and apologized for the inconvenience. The Customer Service Representative told the caller that the report would be sent to the call center supervisor. Follow up was requested.	01/13/12	While the Relay Operator does not recall the circumstances of this nature, the Relay Operator was reminded to report any technical difficulty that may result in disconnects. The Relay Operator was reminded of the consequences of a disconnecting a call. Secondly, the Relay Operator followed contractual obligation by typing everything verbatim and was also coached on proper procedure when and it this continue. The Customer Service Representative followed up with customer via email explaining what had happened and that appropriate action was taken to ensure the Relay Operator understands procedures.
15	05/11/12	A customer is concerned that there was garbling and that the Relay Operator spelled the company name wrong twice. The Customer Service Representative apologized for the inconvenience and will pass the information on to the Relay Operator's supervisor. No follow up requested by the customer.	05/11/12	The Supervisor met with the Relay Operator. The Relay Operator did say they typed the company name wrong twice, but said they typed it how they heard it on the recording. The Relay Operator was coached on being sure to keep the customer informed. No trouble ticket was filled out for the garbling, however, the Supervisor reviewed different options with the Relay Operator as to what to try to clear up garbling.
16	05/15/12	A customer said she cannot make captioned calls to a particular toll-free number.	05/18/12	The Customer Service Representative contacted the operator of regional toll-free number and was given an unrestricted toll-free number that has a live operator providing the same services as the regional toll-free number.
17	05/21/12	Customer's son reported that the CapTel 800 has a constant busy signal.	05/21/12	After further investigation the Customer Service Representative found that the other phones also have a constant busy signal with the CapTel 800 removed from the phone line. The Customer Service Representative advised the customer's son to contact the customer's phone company to ensure a functional line.